



Product Number: 3131.09.10

## TRAVEL SERVICES

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The DTS Travel Planner provides a range of in-state and out-of-state travel-related services after prior approval by an appropriate authority, including arranging air travel, lodging accommodations, car rental reservations, conference, workshop, meeting and seminar event registrations as well as reconciling travel expenses and preparing the employee reimbursement request.

### Product Features and Descriptions

Feature	Description
Purchase Airline Tickets	All airline tickets are purchased using only the department Central Travel Account (CTA).
Reserve Hotel Rooms	All out-of-state hotel reservations at non-conference hotels are arranged by the DTS Travel Planner through State Travel Office.
Reserve Rental Cars	Rental car reservations are made by the DTS Travel Planner through State Travel Office.
Conference, Workshop, Seminar, Meeting Event Registrations	Properly approved registration costs of conferences/conventions, seminars, workshops, and meetings are purchased using the State Purchasing Card.

### Features Not Included

Feature	Explanation
Potential expense items	Unauthorized expenses will not be reimbursed.

### Rates and Billing

Feature	Description	Base Rate
N/A	DTS Travel Office provides comprehensive travel-related assistance as a service of the Administrative Services Division to department employees.	N/A

## Ordering and Provisioning

Send a completed Event/Training/Travel Request Form to [mzlewis@utah.gov](mailto:mzlewis@utah.gov) or fax the completed form to DTS Travel Planner at 801-538-3622.

## DTS Responsibilities

Responsible to arrange travel, including charging and paying for airline tickets as well as reserving hotel rooms and rental cars in accordance with Division of Finance Accounting Policies and Procedures. Adherence to these policies will ensure consistent and fair treatment between field offices throughout the department and the uniform reporting of financial results.

Ensure that appropriate documentation is attached to the travel authorization and employee reimbursement requests and that reimbursement requests are for actual costs associated with travel required in state business. Certify that the expenses were authorized as essential to official state business and payment thereof will not exceed appropriation.

When an excess reimbursement is discovered during the settlement of a travel claim, the traveler will be notified requesting them to make restitution within 15 days.

Responsible to maintain the public trust when expending state funds.

## Agency Responsibilities

Ensure that agency IT staff understand and comply with Division of Finance Accounting Policies and Procedures as well as adhere to policies established by DTS when making out-of-state travel authorization requests as well as in-state and out-of-state travel reimbursement requests.

Make all arrangements through DTS Travel Planner, including:

- Air, rail, bus (mandatory)
- Rental cars (mandatory)
- Lodging (whenever possible)

Ensure that expenses are clearly documented, accurate, reasonable, and charged to appropriate budgets. Certify that all items of expense were incurred in the discharge of authorized official business and that the amounts are correct and proper.

Avoid impropriety or extravagance. Excess costs for personal preference, convenience, and unnecessary expenses while in travel status will be paid by the traveler. Travelers will be expected to repay any excess reimbursement within 15 days, as requested.

## Service Levels and Metrics

DTS Travel Planner or designee is available Monday through Thursday between 6:00 AM and 5:00PM, except on holidays or during building evacuations.

The quality of travel, accommodations, and related expenses will be governed by what is reasonable and appropriate.

DTS Travel Planner or designee will make all travel arrangements within 7 days and submit all employee reimbursement requests for processing within 14 calendar days.